



Cabinet Office

Introducing the GOV.UK Verify user
journey

Renew or update your driving licence

Price: £20

Cards accepted: MasterCard, Visa, Electron, Maestro or Delta, debit or credit.

You must be a resident of Great Britain - there's a different service in [Northern Ireland](#).

You mustn't be disqualified from driving.



GOV.UK
VERIFY

This service uses GOV.UK Verify to check your identity.

Start now

BETA This is a trial service. Your [feedback](#) will help us to improve it.



GOV.UK VERIFY

Sign in with GOV.UK Verify

- ☐ This is my first time using Verify
- ☐ I've used Verify before

[Continue](#)

BETA This is a trial service. Your [feedback](#) will help us to improve it.



GOV.UK VERIFY

GOV.UK Verify is a scheme to fight the growing problem of online identity theft.

It's secure, and stops someone pretending to be you.

Next

BETA This is a trial service. Your [feedback](#) will help us to improve it.



A certified company will verify your identity. They've all met security standards set by government.



There's no charge for this service.

Next

► [How companies can verify identities](#)

BETA This is a trial service. Your [feedback](#) will help us to improve it.



GOV.UK VERIFY

Verifying your identity takes about 10 minutes.

You'll then have an identity account with your certified company.

You can sign in wherever you see the GOV.UK Verify logo.

[Start now](#)

► [Where you can use your identity account](#)

BETA This is a trial service. Your [feedback](#) will help us to improve it.

Finding the right company to verify you

Certified companies have different ways to verify identities, for example by checking identity documents, or providing an app.

We'll now ask you some questions to check which companies can verify you.

Continue

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Certified companies use information from different identity documents to verify you.

Do you have these documents?

1. UK photocard driving licence
(excluding Northern Ireland)

☐ Yes

☐ No

2. UK passport

☐ Yes

☐ No

3. Passport from another country

☐ Yes

☐ No

☐ I don't have any of these documents with me

Please note: you cannot use documents that are out of date.

Continue

BETA This is a trial service. Your [feedback](#) will help us to improve it.

Certified companies can send security codes to your mobile.

Do you have a mobile phone or tablet?

☐

Yes

☐

No

Continue

BETA This is a trial service. Your [feedback](#) will help us to improve it.

Certified companies can send security codes to your mobile.

Do you have a mobile phone or tablet?

☒ Yes ☐ No

Can you install apps on your device?

☐ Yes
☐ No
☐ I don't know

Continue

BETA This is a trial service. Your [feedback](#) will help us to improve it.

Certified companies can send security codes to your mobile.

Do you have a mobile phone or tablet?

☐ Yes

☒ No

Do you have a landline?

☐ Yes

☐ No

Continue

BETA This is a trial service. Your [feedback](#) will help us to improve it.

Are you 19 or over?

☐ Yes ☐ No

Have you moved to the UK in the last 12 months?

☐ No ☐ Yes

Continue

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Choose a company

- [Why there's a choice of companies](#)

Based on your answers, 3 companies can verify you now:



[About Experian](#)

Choose Experian



[About Digiidentity](#)

Choose Digiidentity



[About Post Office](#)

Choose Post Office

We've filtered out 1 company, as they're unlikely to be able to verify you based on your answers.

[Show all companies](#)

Post Office

Choose Post Office

Information provided by the Post Office

At Post Office, we aspire to be at the very heart of customers' choice by becoming the most trusted provider of essential services to every person in the land.

We're Europe's largest retail network and the largest financial services chain in the UK with more branches than all of the UK's banks and building societies put together. We also have growing direct channels such as contact centres and online – meaning we're there for more customers, in more ways.

We are proud to have:

- Over 370 years of service
- More than 170 products and services
- Over 11,500 Post Office branches nationwide run by local people
- Over 20 million customer visits & 47 million transactions per week

At the Post Office our aim is to provide you with the things that are important to you – from your mail to your broadband package, your car insurance to your savings account. Whether you pop into a branch or shop online, you can be sure all your needs will be handled with care. That's the Post Office promise.

By registering with Post Office for your identity profile, You'll be able to access government services as well as products and services from Post Office and our trusted partners using a simple, secure and reliable single log on process.

Registration is quick and straightforward. We will ask you to provide your name and address details and to prove that you are who you say you are by confirming information shared with us by other companies with whom you have an existing relationship.

BETA This is a trial service. Your [feedback](#) will help us to improve it.

You'll now verify your identity on Post Office's website.

They'll give you an identity account you can use wherever you see the GOV.UK Verify logo.

[Continue to Post Office](#)

Create an identity account

Thank you for choosing idp to verify you.

Your email address

You'll use this to sign in in future

Create a password

Your password must have:

- at least 8 characters
- at least one symbol (eg ?!£%)
- at least one capital letter

 [Hide password](#)

Continue

IDP



GOV.UK VERIFY

Government has certified idp to verify your identity.

If you have any problems, call
01234 567890.

- your details are only used to make sure someone else isn't pretending to be you
- your data won't be sold or shared for any other purposes without your consent
- this site meets government security standards

Account recovery

If you forget your username or password, you'll need to recover your account.

Account recovery questions

If you forget your sign-in details, you'll need to answer these recovery questions.

Please set up 3 questions and answers.

Question 1

Choose a recovery question ▼

Answer 1

Question 2

Choose a recovery question ▼

Answer 2

Question 3

Choose a recovery question ▼

Answer 3

Continue

Progress

- Personal details
- Address
- Security code
- Documents
- Identity test

What's your full name?

Please enter all your names in full - don't use initials.

First name

Middle names

Last name

Have you ever changed your name?

☐ Yes

☐ No

Continue

Progress

- Personal details
- Address
- Security code
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What's your date of birth?

For example, 31 1 1970

Day Month Year

Continue

Progress

- Personal details
- Address
- Security code
- Documents
- Identity test

Address

UK postcode

Find address

[Type in your address](#)

Progress

- Personal details
- Address
- Security code
- Documents
- Identity test

Address

UK Postcode

N16 5UP [Change](#)

Select your address

6 Addresses found

[I can't find my address in the list](#)

Continue

Progress

- Personal details
- Address
- Security code
- Documents
- Identity test

Security code

We'll send you a security code by text. This is to make sure that the mobile number you enter belongs to you.

We'll send you a code every time you sign in, to make sure it's not someone pretending to be you.

We won't use your mobile number for any other purpose.

Mobile number

[Send security code](#)

Progress

- Personal details
- Address
- Security code
- Documents
- Identity test

Security code

We've sent your security code to:

07700 900546

It may take a minute or so to arrive.

Security code

Continue

Progress

- Personal details
- Address
- Security code
- Documents
- Identity test

Identity documents

Document

Status

1. UK Passport

Not started

2. UK photocard driving licence

Not started

Progress

- Personal details
- Address
- Security code
- **Documents**
- Identity test

[Enter passport details](#)

Passport details

Please copy all these details exactly as they appear on your passport.

Passport number

Expiry date

For example, 11 SEP 88

Day

Month

Year

Continue

Identity documents

Document

Status

1. UK Passport

Complete

2. UK photocard driving licence

Not started

[Enter driving licence details](#)

Progress

- Personal details
- Address
- Security code
- **Documents**
- Identity test

Driving licence

Please copy all these details exactly as they appear on your photocard driving licence.

Item 4a on your licence

 - -

Item 4b on your licence

 - -

Item 5 on your licence

Continue

Identity test

We're going to ask you some questions that only you should know the answers to.

This is to make sure someone else isn't pretending to be you by using your personal details or a copy of your passport or driving licence.

We get this information from your credit record. Everyone in the UK aged 18 and over has a credit record if they've had a credit account for longer than 6 months.

A credit record typically includes:

- bank accounts, loans and credit cards
- utility company accounts
- whether you're on the electoral register

By taking the identity test, you grant idp temporary access to your credit record.

Your credit score won't be affected.

[Take the identity test](#)

Identity test

This information is from your credit record.

Your answers help verify you are undefined undefined.

1. What are the first 2 letters of the last name of another person on the electoral register at your address?

☐ Ka

☐ Ch

☐ Jo

☐ Sm

☐ The correct answer isn't in this list

[Continue](#)

Identity test

This information is from your credit record.

Your answers help verify you are undefined undefined.

2. According to your records, you have a credit card ending in 466. Which company provided this card?

☐ HSBC

☐ Lloyds TSB

☐ Virgin Money

☐ Barclays

☐ Tesco

Continue

Identity test

This information is from your credit record.

Your answers help verify you are undefined undefined.

3. What is your credit limit on that card?

☐ £500.00

☐ £1000.00

☐ £1250.00

☐ £2000.00

☐ £4500.00

Continue

The IDP logo consists of the letters 'IDP' in a white, bold, sans-serif font, centered within a solid purple rectangular background.

IDP

[Contact us](#)[Back to GOV.UK](#)

idp has successfully verified your identity

We've sent you a confirmation email with your account details.

[Continue to GOV.UK](#)

BETA

This is a new service – your [feedback](#) will help us to improve it.



GOV.UK VERIFY

idp has verified your identity

You can now sign in wherever you see the
GOV.UK Verify logo.

Continue

DVLA is processing your details

This may take a minute or so, please bear with us.



Services

Your driving licence

[Your details](#)[What you can drive](#)[Penalty points and disqualifications](#)

Personal Details

Name:	MR GARETH RYLAN BALE
Date of birth:	12 October 1989 (23 years old)
Gender:	Male
Address:	1 MUMBLES CASTLE SWANSEA SA6 1HX

Licence Details

Driving Status:	Full Licence
Valid from:	20 February 2008
Valid until:	20 February 2018
driving licence Number:	BALE9810129GR9AY
Licence Issue Number:	04

[What you can drive](#)

View your current driving entitlements.

[Penalty points and disqualifications](#)

You currently have 0 penalty points.

[For more information on how to update your licence details or renew your driving licence](#)

GOV.UK Verify might not work for you

To verify an identity, certified companies access credit records then ask you to confirm this information. As most young people and newcomers to the UK have a limited 'credit history', companies might not be able to check your identity in this way.

What you'll need on your credit record

Your identity might be verified if you have 2 or more of the following:

- current account with a UK bank
- credit card
- personal loan
- mortgage
- gas or electricity bills
- mobile phone contract
- registered to vote

You'll also need a UK passport or a UK driving licence.

[Try to verify my identity online](#)

Other ways to renew or update your licence

At the Post Office

A list of the closest Post Offices where you can renew your driving licence will be on the renewal form (D798) you receive in the post.

You can also find your nearest suitable Post Office on the [Post Office](#)

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GOV.UK VERIFY

To renew or update your driving licence
sign in with GOV.UK Verify

GOV.UK Verify is the new way to verify your
identity online.

- ☐ This is my first time using GOV.UK Verify
- ☐ I've used GOV.UK Verify before

Continue

[< Back](#)

Who do you have an identity account with?

If you don't have an identity account, you can [start now](#).



Select Post Office



Select Experian



Select Digidentity



Select Verizon

[I can't remember who my identity account is with](#)

You can't use Government Gateway with this service.

Sign in

Username

Password

Continue

[Contact us](#)[Back to GOV.UK](#)

Security code

We've sent your security code to:

07700 900546

It may take a minute or so to arrive.

Security code

Continue

DVLA is processing your details

This may take a minute or so, please bear with us.



[Home](#) > Your driving licence

Services

Your driving licence

Your details

[What you can drive](#)

[Penalty points and disqualifications](#)

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